

Recruitment and Retention Committee Meeting Minutes  
April 13, 2011

1	Excused	10	Excused
2	Bob Kasabian	11	Dan Cahill
3	Absent	12	Absent
4	Sharon Nalls	13	Excused
5	Absent	14	Trina Ihle
6	Debbie Devito	15	Freyda Greenberg, Taylor Blunt and Bill Lyden
7	Absent	16	Absent
8	Absent	17	Absent
9	Absent	LCFR	Karen McQuaid and Lisa Braun

- Meeting called to Order 1934.
- Introductions
- 2011 R&R Goals:
  1. Quarterly send out of membership trends to station leadership and R&R reps
  2. R&R Committee establish a PR person for outreach
  3. Increase the number of persons who "met 80 points" by providing education and outreach on the importance of documenting and entering points.
  4. Net gain of 50-100 volunteers county wide
  5. Increase station's social networking - outreach
  6. More members completing ALS classes & advanced fire trainings
  7. Increase chaplain presence/awareness

The Committee discussed the goals briefly. Karen indicated that she would bring the quarterly trends for the quarter ending March 31, 2011, to the May R&R Meeting.

- Answerthecall.info Website--Lisa has been revamping the entire Training portion of the website to make it more current. Karen reported that Jose Rodriguez is working on the site and would like to release the entire new site at one time rather than piecemeal. Bob mentioned the need to ensure that links are current, both from the answerthecall.info site to the individual company site and vice versa.
- Volunteer Record Management System--Karen reported that the County was okay with moving forward on a records management system, but that DIT is the one wanting a needs assessment. While a needs assessment is good in general (DIT's proposal would include more than just retirement points, including CAD, Sheriff's Office, etc.), our system is needed as soon as possible. DIT is trying but they are down some key players. There is a new President's Council that met April 13, 2011, and one of their main agenda items at this point is to move forward with a comprehensive records management system. Karen believed their next meeting is May 2, 2011.

- Retirement Points Audits--The audits have been completed and the reports forwarded to Doug Rambo, Chair of the Fire Rescue Commission. Only one Company's books will be modified to ensure that all life members received the bylaws points for the year ending October 31, 2010. Otherwise, a few issues will be pushed forward to the Commission as reflected in the reports.
- Annual Award Banquet, Sunday, April 10, 2011, Noon to 2:30 p.m. @ Carradoc Hall--Generally, the Committee members who attended the banquet were pleased. There was a discussion regarding the food quality/variety. There were program inserts requesting feedback from attendees about the banquet. Comments received provided alternative locations (although most did not include "everything" such as catering). Recommendations were made for "sponsorship" of the event or tables at the event. Karen will review the responses more in depth.
- Spring 2011 Graduation--The date will be July 21, 2011, at Dominion High School. That date will accommodate the largest number of instructors. The Committee will think of creative ways to recognize patients who have helped on numerous occasions, including tee shirts and "branding" to attract more people to participate as patients.
- Training Updates
  - Upcoming Offerings--Lisa provided a list of upcoming offerings from LCFR as well as other companies who have made their training opportunities known to Lisa. Lisa posts Training Advisories from individual companies wishing to open the opportunity to members of other companies.
  - Current classes--EMT-B has approximately 40 students remaining; FF 1/2 has approximately 23 students and E to I has approximately 6 students. Lisa will determine the status of EVOC enrollment to see whether more students may be enrolled. Freyda reported several orienting at SVRS this weekend hope to take the upcoming EVOC class. List was not aware of any classes being canceled in the last month, and will check to ensure First Responder Refresher continued as scheduled. Lisa will check actual status of class enrollments for next meeting.
- Lisa Braun's Update
  - March Referrals
  - Survey/Evaluation Results--Lisa discussed the results from surveys she is conducting.
  - Lisa has received a 20% return on surveys conducted from November through March for answerthecall.info referrals. The survey participants noted issues with time commitments as reasons they have not progressed to membership. Only one person who was not referred (inquired but was not referred out to a company) responded to the survey. More referrals are made to eastend companies due to first due and/or preferences requested. Karen and Lisa do not inquire of inquiries regarding their ages.
  - Retention surveys for November through March had a 31% rate of return. One indication made in responses was that there was a significant idle period between taking the physical and getting the results, which some companies require prior to allowing new members to participate in activities. A discussion ensued. R&R Members were asked to ensure that their new people in the pipeline recognized there would be a delay AND to see whether certain opportunities for training could be afforded during that "down time." Karen will check to

ensure that the "physical packet" also addresses the four week window for results (longer if follow up is needed) so that people have realistic expectations.

- Surveys are being passed out at the end of the Orientation class. It is a way to find out how to improve the class as well as to allow students to expect to complete surveys at the end of each class. Comments such as heating/A/C issues are not surprising. Requests for refreshments are good, but will not be accommodated because people will not receive refreshments in their regular courses. One comment that we can try to work on is to include more interaction during the Orientation to have a better flow. Another issue taken by at least one responder is that some of the material in the LCFR Volunteer Orientation is also contained at the station orientation; however, this may not be true of all company orientations and hearing things more often will hopefully result in more people absorbing the information.
- Individual Companies may use the County Survey System to obtain information from their members. Karen or Lisa would need to upload the survey. Karen will circulate information about surveys available through VDFP, OEMS and IAFC. Lisa will disseminate information about her surveys to the Committee members in case they would like to use them or tweak them.
- Onboarding Processes--A discussion was held about onboarding processes at different companies. Lisa compiled a generic onboarding guide to assist that she shared with members. Bill recommended that R&R Committee members learn what is required at their individual company and tweak the checklist for future membership coordinators at their company. Lisa will disseminate the onboarding checklist to membership chairs as well.
  - Bill and Karen reported on their April 12, 2011, meeting with the Fire Chief and EMS Chief from Abingdon, Maryland. Abingdon Fire received a SAFER grant for hiring a R&R for their company. They recently purchased a software program called CandidateCare by Avesta that will electronically track their prospective members through the onboarding process at their company through their core fire and EMS certifications.
  - Debbie inquired whether anyone had interview questions that they could share. Sharon advised Company 4 used a standard set of interview questions that she would provide to Karen to share. Dan will check with Dee Cunningham for the Company 11 questions and forward them to Karen for dissemination. Debbie provided administrative position descriptions to Lisa to scan and disseminate by email, and also provided copies of the R&R position descriptions to the committee (hard copies).
  - Freyda utilized a reference check set of questions received from a Chesterfield County department. She has tweaked the questions and will provide to Karen to disseminate.
- R&R Round Table
  - Company 2--They were recently at Bloom and raised \$31. They had a Pancake Breakfast at their new station, which they believed lost money (partially due to overhead costs and partially due to competition with other station events in the west end). Karen recommended advertising a week ahead of time. The Purcellville Gazette is very helpful in terms of promoting Company 2 activities. There will be a golf tournament at the Loudoun Country Club on May 23rd.

- Company 4--Company 4 had a Chili-Cookoff a few weeks back that was successful. Round Hill Days are coming up. Sharon will find out more about the Flowers for Mother's Day Event coming up and disseminate.
- Company 6--Debbie reported that Company 6 participated in the Little League parade this past weekend (April 9). There will be a Safety Day this Saturday (April 16) at Station 22.
- Company 11--Company 11 participated in a Health Fair, standby at Bloom and a Teen Job Fair (sponsored by Supervisor Delgaudio) last Saturday, April 9th. One of their recent birthday parties resulted in approximately \$800 in donations.
- Company 15--Company 15 participated at a few events this past weekend as well. The focus is less on the events, although President Mecredy is trying to pursue more exposure.
- LCFR--Lisa reported that she was pulled into a meeting with Chief Brower and INOVA. INOVA is eager to participate in any events stations are having, including but not limited to the following: cooling/warming station, flu shots, immunizations, body mass index, etc.
- Orientations
  - Wednesday, April 20, 2011, @1900 -- Trina and Karen advised they would assist.
  - Tuesday, May 17, 2011, @ 1900 -- Bill advised he would assist.
- The next Fire-Rescue Commission meeting will be April 26, 2011, at 18:30 at the Training Center.
- The next Recruitment & Retention Meeting will be May 11, 2011, 19:30 p.m. at the Training Center.
- Meeting adjourned at 2117.